snom VoIP phones

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snom UC edition

and the snom 710

User Guide

Using the snom 710 with snom UC edition

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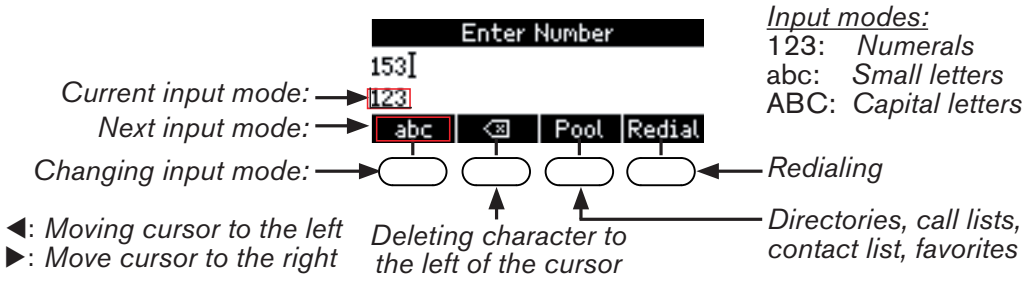
Using the phone with snom UC Edition

This guide describes the use of phones running snom UC Edition firmware version 8.8.2.10 with Microsoft Lync™. As long as the phone is connected to your network and the Lync server, it will use the data in your Lync account, even when your computer is turned off or when you are not signed in to Lync on your PC.

For more information on setting up and connecting the hardware and for any other information not covered in this User Guide for UC Edition, please refer to the snom 710 User Manual which you can download from snom's web page at www.snom.com.

Brief introduction to input modes and navigation



The current input mode is indicated in the information line. Press the left function key underneath the display to switch to the input mode indicated by the symbol directly above it in the function key line.

Text in Information Line = current input mode	Press function key to switch to input mode indicated by symbol in Function Key Line
123	abc
abc	ABC
ABC	123

Entering numerals, letters, special characters, and symbols

When entering letters and special characters, pause briefly after each character until the cursor has moved forward so that you won't write over the last character you entered. Pausing is not necessary when entering numerals.

For more information, please refer to the snom 710 User Manual.

Logon

The data you need to log on depends on the setup of your network and on the Lync server. After connecting the phone to your network, you will see a screen like the following:

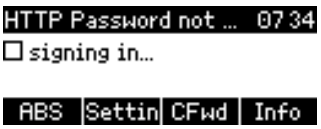
Using extension number and PIN

In the default configuration, the required login data is the extension number and the PIN.

1. Enter the extension number and press ✓.

2. Enter the PIN and press ✓.

3. If this login is successful, the phone will switch to the "signing in" screen and then show the idle screen with your Lync account.



4. If the login is unsuccessful, either because of a typo or because the network will not accept the data, the phone will start over at the prompt to press any key and then repeat the prompts for entering the extension and the PIN.

Using SIP-URI, domain\username, and password

If the required data for the logon is SIP URI, domain\username, and password, you can switch to this logon method by pressing [×].

Entering special characters in letter mode:

- Press [1] once to enter the period ".".
- Press [1] three times to enter "@".
- Press [1] twelve times to enter the backslash "\".
- Use [⌫] to delete the character to the left of the prompt; use ◀ / ▶ to move the cursor to the left/right.

1. Enter the SIP URI and press [✓]. The format is "my.name@test.com".

2. Enter the domain\username and press [✓]. The format is "test\my.name".

3. Enter the password and press [✓].

4. If this login was successful, the phone will switch to the "signing in" screen and then show the idle screen with your Lync account. If the login is unsuccessful, either because of a typo or because the network will not accept the data, the phone will show the "Welcome" screen again and prompt you to enter the extension number and the PIN.

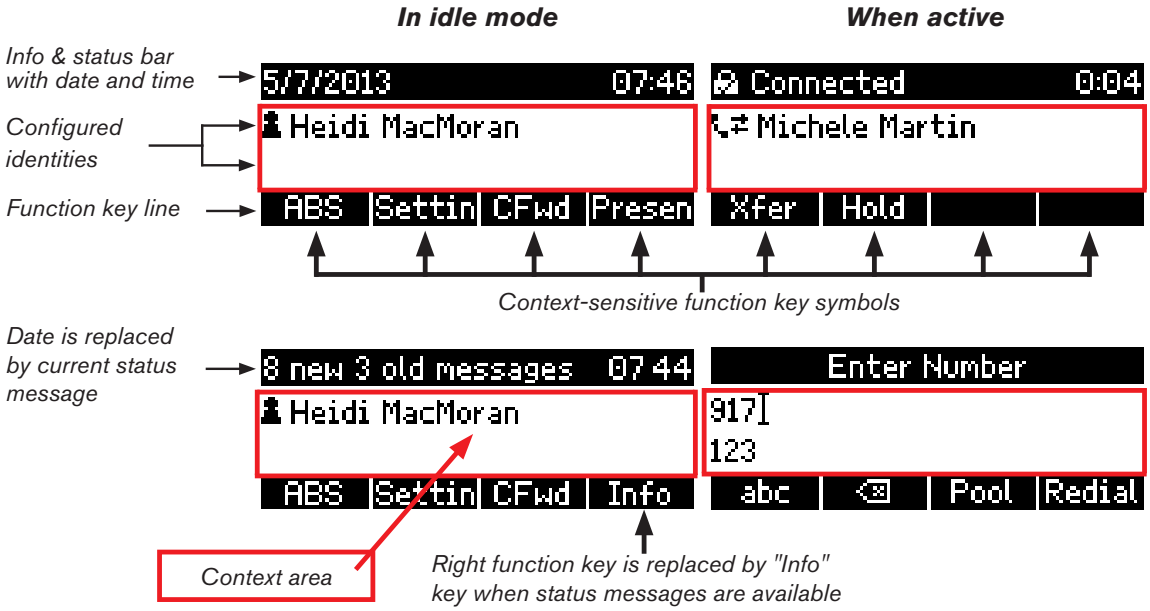
Logoff

1. Press Settin to open the **Settings** menu.
2. Press 3 DEF to open the **Identity** menu.
3. Press 4 GHI to open **Logoff User** screen.

4. If there is more than one user logged in, use the top and bottom arrows ▲ / ▼ on the navigation key to select the one to be logged off.
5. Press ✓ to log off the user marked by the preceding arrow ▶. If you have changed your mind, press × to exit without logging off.

Getting to know your phone

Display layout



Idle screen configuration

In the default configuration of the idle screen the four context-sensitive keys underneath the display have the following functions:

ABS — Directory search. For more information, see "Address Book Search (ABS)" on page 14.

Settin — Settings menu. For more information, see "Settings menu" on page 34.

CFwd noFwd — Forwarding of all incoming calls (on/off). For more information, see "Call forwarding" on page 33.

Presen — Overriding system presence indication (Fig. 1) and manually setting your presence state. For more information, see "Changing your Presence status" on page 12.

Fig. 1

Fig. 2

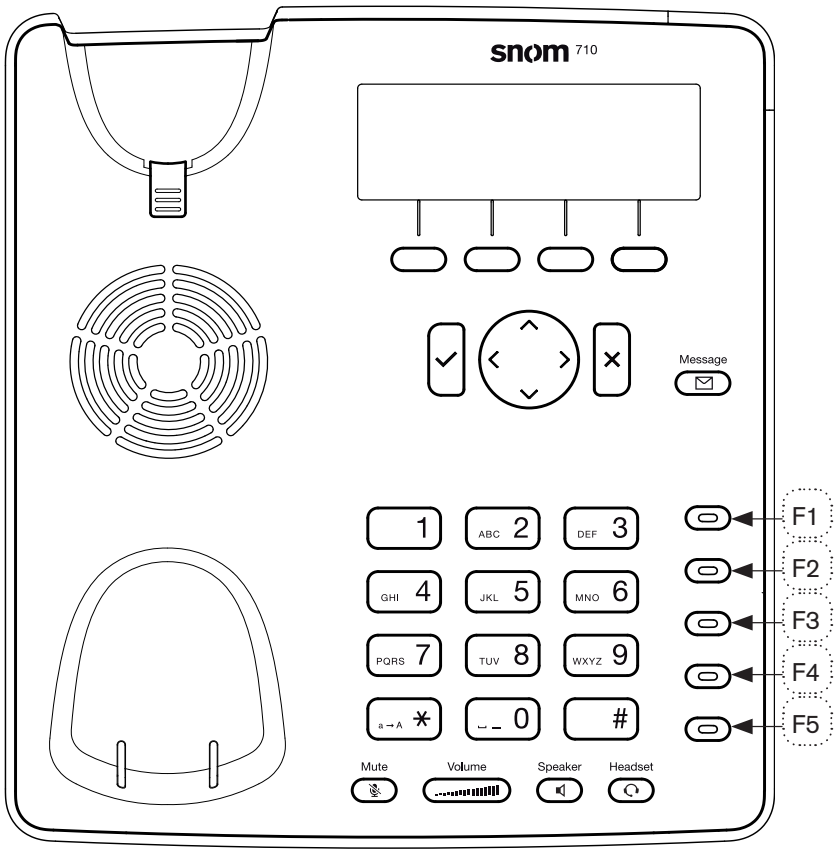
- When the phone has received new notifications, the icon is replaced by the status info icon Info (Fig. 2).
- To bring the presence icon back onscreen, press the function key underneath Info to open the status info screen.

- Press Del to delete the selected item until the next reboot of the phone (Fig. 3 - 5, below).
- Removing the underlying cause of the notification, for example setting the admin password, will remove the notification for good.

Fig. 3

Fig. 4

Fig. 5



Function keys

In the UC Edition firmware, the default setting of all programmable function keys with LEDs is line. See "Settings menu" on page 34 for the list of functions that can be selected for each key. The above diagram shows the location of the keys on the phone; the numbers F1 to F5 correspond to the list of keys in the phone's **Preferences** menu, submenu **Fkeys**, fkeys 1 - 5.

Mapping speed dial on function keys: See "Configuring speed dial keys" on page 13.

Call indicator

The bright-red LEDs situated around the upper right corner of the phone indicate incoming, ongoing, held, and missed calls. The LEDs will do one of the following:

- Blink rapidly when a call is coming in.
- Glow steadily when dialling, when in a call, and when a call is on hold.
- Blink slowly when there was a missed call.
  - Viewing the particulars of the missed call:

    Press the left arrow on the navigation key to view missed calls and simultaneously turn off the LED. For more information on call lists, see "Call history" on page 27.

  - Turning off the LEDs after a missed call without viewing the call history: Press [×].

Message key

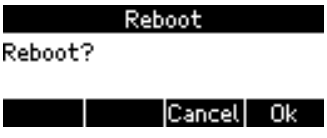
The symbol on the message key will show a bright red light when new messages are waiting to be retrieved. Press the key to retrieve messages.

For more information on the hardkeys, please refer to the snom 710 User Manual, chapter "Getting to know your phone".

Rebooting the phone

For some settings to take effect, you may to need to reboot the phone.

1. Press [Settin] to open the **Settings** menu.
2. Press [GHI 4] to open the **Maintenance** menu (press [JKL 5] if your phone is running in administrator mode).
3. Press [DEF 3] to open **Reboot?** screen, then [✓] to confirm and start rebooting.

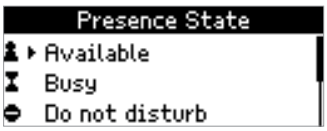


When the idle screen is back on the display, the reboot is complete.

Changing your Presence status

You can manually change the Presence status signaled by the system to one of your own choosing. For example, if you are scheduled to be in an online meeting, Lync will signal your Presence status as busy during that time. If you want to be available for incoming phone calls during that time, you can manually change your status to available.

1. Press Presen to open the Presence State screen. If the key has been replaced by Info, see "Idle screen configuration" on page 9 on how to make it visible.



2. Use ▲ / ▼ to select a state. The available options are:

   Available
   Busy
   Do not disturb
   Be right back
   Away
   Reset Status

3. Press ✓ to change the Presence state signaled by your phone.
4. To revert to the system state, select "Reset Status" and press ✓.

   Note: DND does not affect calls from your admin/delegate, members of your Team Call, and contacts in your Friends and Family relationship group.

Speed dial keys

You can use the function keys for speed dialing numbers and contacts.

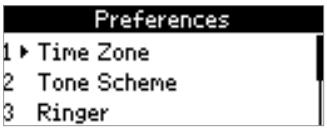
Using speed dial keys

You can call the number or your contact by simply pressing the assigned key, and you can use the key to transfer calls to the number or your contact (see "Transferring calls to speed dial numbers - attended" on page 18, "Transferring calls to speed dial numbers - unattended" on page 21, and "Transferring calls to speed dial numbers safely" on page 24).

Configuring speed dial keys

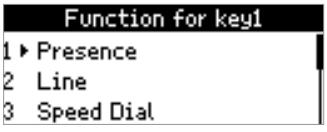
1. Press Settin to open the **Settings** menu. For more information on the Settings menu and its submenus, see "Settings menu" on page 34.

2. Press 1 to open the **Preferences** menu.



3. Press MNO 6 to open the **Fkey** list (list of function keys) (or use ▲ / ▼ to scroll to it, then press ✓).

4. Select a key by pressing the respective number key on the keypad. For example, if you want to put speed dial on key F1, press 1.



5. Press DEF 3 to select Speed Dial from the **Function for key** menu (or use ▲ / ▼ to scroll to it, then press ✓).

Note: When entering phone numbers, type each phone number exactly the way it needs to be dialed, i.e., with any required prefixes (area code, country code, operator/auto attendant, etc.) and without spaces or punctuation between the digits.

6. Enter the extension number, the phone number, or the SIP URI and press ✓.

Address Book Search (ABS)

Use address book search (ABS) to search the corporate address.

1. Press ABS. Enter the name of the person you want to look up.

   Please note: You can switch to letter mode to enter the name if you want to, but you do not need to. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys 7 PQRS 8 TUV 3 DEF 8 TUV 3 DEF.

   - Enter the characters in quick succession (Fig. 1, below). Once you have entered at least three characters, the search will start as soon as you pause (Fig. 2 and 3, below) and result in all names starting with the letters on the keys you have pressed (Fig. 4, below).
   - To narrow down the list of names presented to you on the display, enter more characters (Fig. 5 and 6, below).
   - Use ▲ / ▼ to scroll to the name you want.
   - Press Detail to show the contact's details (Fig. 8, below).

Fig. 1

Fig. 2

Fig. 3

Fig. 4

Fig. 5

Fig. 6

Fig. 7

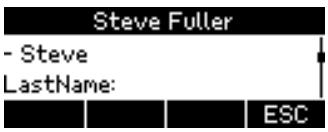


Fig. 8

2. When the name you are looking for is marked by the arrow ▶, press ✓ to show the available phone connections.

3. Use ▲ / ▼ to select a phone number or connection type from the list and press ✓ or 🔊 or ↩ to call, depending on whether you want to use handset, speakerphone, or a headset for the call.

Transferring calls

Active calls as well as ringing calls can be transferred to a third party. With the snom UC Edition you have several options for transferring active calls and incoming ringing calls:

- Active calls:
  - Attended transfer
  - Unattended (blind) transfer
- Incoming ringing calls:
  - Unattended (blind) transfer
  - Safe unattended (blind) transfer
  - Direct transfer to your VoiceMail

Transfers can be made to:

- Numbers (extensions or external phone numbers) dialed manually on the keypad
- Speed dial keys
- Directory lookups
- Your Voicemail

What are the different transfer procedures?

Attended transfer

With attended transfer, the call is on hold while you first speak to the party you intend to transfer the call to. This way you can be sure that the third party is available and that the call is welcome before you initiate the call transfer.

Unattended (blind) transfer

With unattended or blind transfer, active and ringing calls are transferred to a third party without prior announcement of the call to the third party. They can be picked up by the third party or forwarded to the third party's voicemail or the active forwarding number, and you will not be able to tell whether the call was picked up or sent to voicemail or forwarded.

Safe unattended/blind transfer

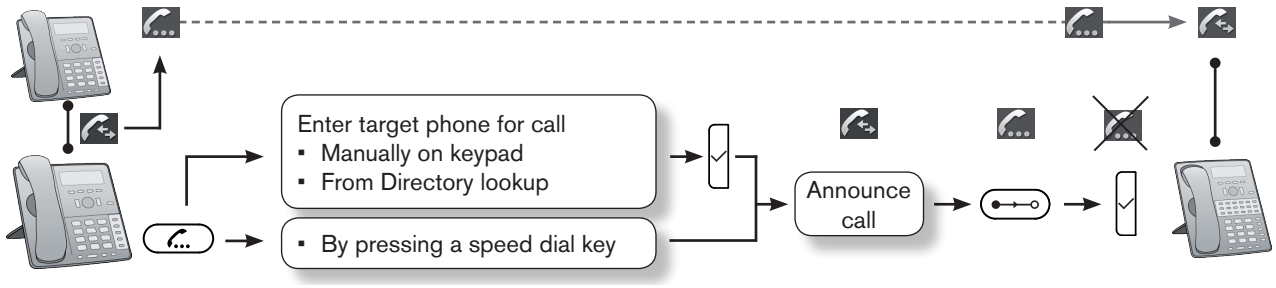
With safe transfer, active calls are also transferred to a third party without prior announcement of the call to the third party. The calls can only be picked up by the third party; **they will not be forwarded to the third party's voicemail or forwarding number.**

If the call was not picked up or sent to voicemail or forwarded, it will be reconnected to your phone.

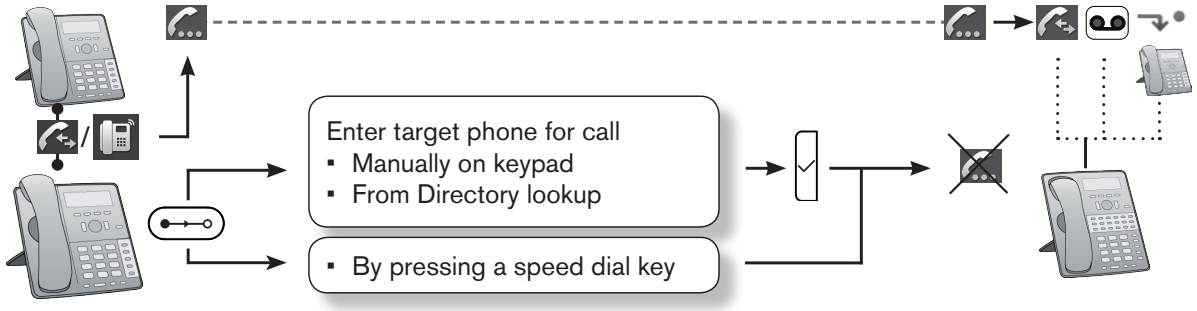
> **Note:** You need to decide whether you want to make an attended or unattended transfer **before** beginning the transfer procedure.

Transfer cheat sheet

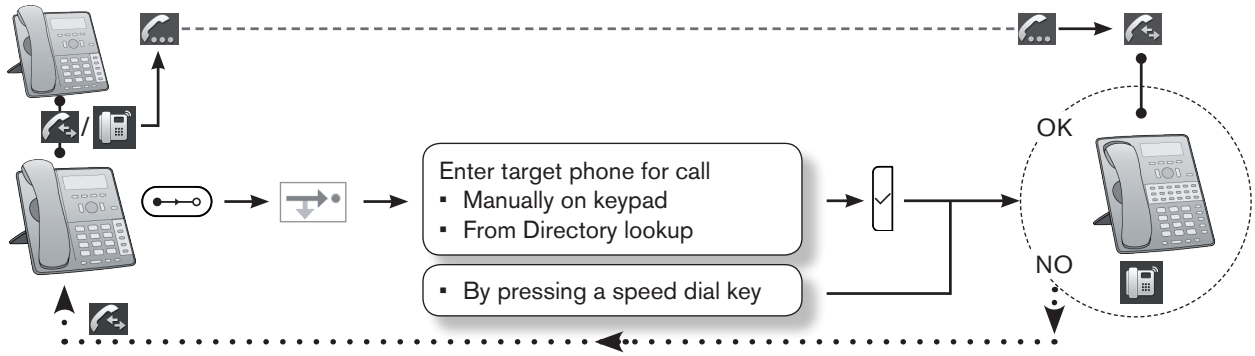
Attended transfer



Unattended (blind) transfers



Safe unattended/blind transfer



Legend:

- Incoming call ringing
- Connected in a call
- Call on hold
- Forwarded to Voicemail
- Forwarded to call forwarding number

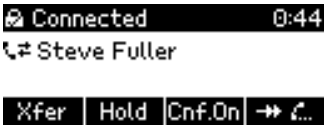
Attended transfer

Transferring calls to manually dialed numbers - attended

1. With the active call on the line, press Hold. The call is put on hold.

2. Enter the extension or other number on the keypad and press ✓. The phone dials the number.

3. When the third party picks up your call, announce the call you want to transfer. If the third party wants to accept the call, press Xfer.



4. You will see the **Transfer Party** screen.

NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press →→ to scroll to it. The call to be transferred must be onscreen when you press Xfer.

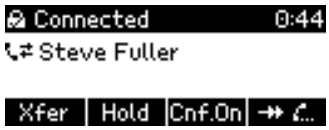
5. When the transfer party is onscreen, press ✓.

Transferring calls to speed dial numbers - attended

1. With the active call on the line, press Hold. The call is put on hold.

2. Press the speed dial key. The phone dials the number.

3. When the third party picks up your call, announce the call you want to transfer. If the third party wants to accept the call, press Xfer.



4. You will see the **Transfer Party** screen.

NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press to scroll to it. The call to be transferred must be onscreen when you press Xfer.

5. When the transfer party is onscreen, press .

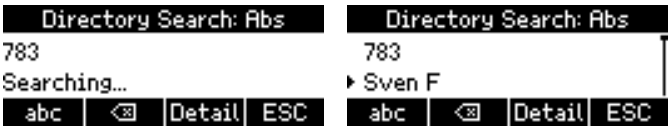
Transferring calls to Directory lookup - attended

1. With the active call on the line, press Hold. The call is put on hold.

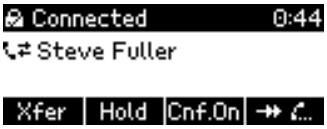
2. Press Pool to open the Directory search. Enter the name of the person you want to transfer the call to.

   Note: You do not need to switch to letter mode to enter the name. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys 7 8 3 8 3.

   Enter the characters in quick succession. Once you have entered at least three characters, the search will start as soon as you pause. To narrow down the list of names presented to you on the display, enter more characters. Use ▲ / ▼ to scroll to the name you want.



3. When the right name is highlighted, press ✓.
4. When the callee picks up your call, announce the call you want to transfer. If the callee wants to accept the call, press Xfer.



5. You will see the **Transfer Party** screen.

   NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press ⇥ to scroll to it. The call to be transferred must be onscreen when you press Xfer.

6. When the transfer party is onscreen, press ✓.

Unattended transfer

Transferring calls to manually dialed numbers - unattended

1. With a call ringing or an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.

2. Enter the extension or other number on the keypad and press ✓. While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you have transferred a ringing call).

3. When the third party picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

If the call is not picked up or forwarded, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.

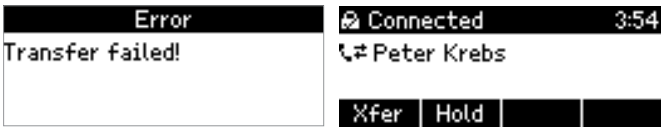
Transferring calls to speed dial numbers - unattended

1. With a call ringing or an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.

2. Press the speed dial key. While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you have transferred a ringing call).

3. When the third party picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

If the call is not picked up or forwarded, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.



Transferring calls to Directory lookup - unattended

1. With a call ringing or an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.

2. Press Pool to open Directory search. Enter the name of the person you want to transfer the call to.

   Note: You can switch to letter mode to enter the name, but you do not need to. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys 7 8 3 8 3.

   Enter the characters in quick succession. Once you have entered at least three characters, the search will start as soon as you pause. To narrow down the list of names presented to you on the display, enter more characters. Use ▲ / ▼ to scroll to the name you want.

3. When the right name is highlighted, press ✓.

4. Press ✓ again if the highlighted connection is the one you want to dial; if not, use ▲ / ▼ to scroll to another number first. While the phone is calling the contact, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you have transferred a ringing call).

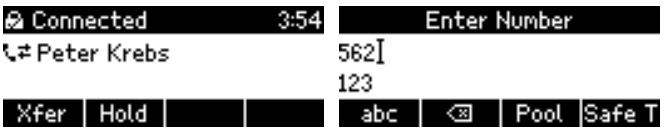
5. When the callee picks up the ringing call (or if the call is forwarded to the callee's VoiceMail or another phone number), you will see this message:

   If the call is not picked up or forwarded, you will hear a double beep and see the error screen. The caller will then be reconnected to your phone.

Safe transfer

Transferring calls to manually dialed numbers safely

1. With an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.

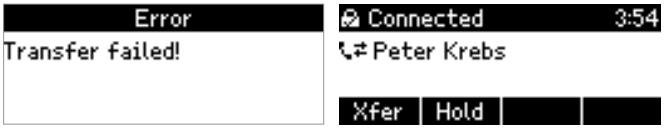


2. Press Safe T.

3. Enter the extension or other number on the keypad and press ✓. While the phone is calling the number, you will see the hold screen.

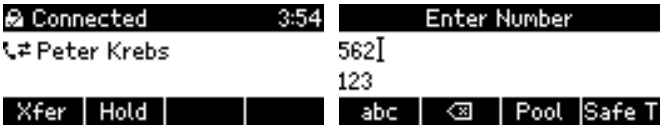
4. When the callee picks up the ringing call, you will see this message:

If the call is not picked up, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.



Transferring calls to speed dial numbers safely

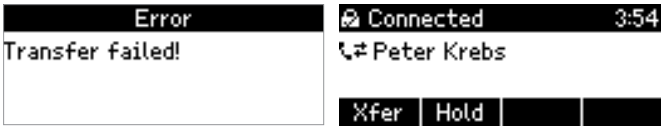
1. With an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.



2. Press Safe T and then the speed dial key. While the phone is dialing the number, you will see the Holding screen.

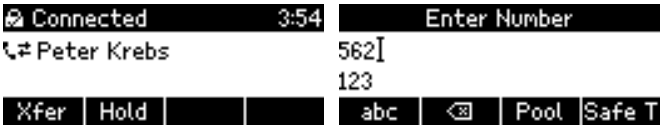
3. When the speed-dialed party picks up the ringing call, you will see this message.

If the call is not picked up, you will hear a double beep and see the error screen (Fig. 1). The caller will then be reconnected to your phone (Fig. 2).



Transferring calls to Directory lookups safely

1. With an active call on the line, press Xfer. The call is put on hold, and you will see the dial screen.



2. Press Safe T.
3. Press Pool to open the Directory search. Enter the name of the person you want to transfer the call to.

> **Note:** You can switch to letter mode to enter the name, but you do not need to. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys PQRS 7 TUV 8 DEF 3 TUV 8 DEF 3.

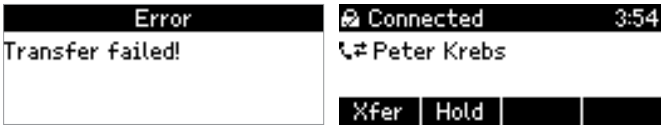
Enter the characters in quick succession. Once you have entered at least three characters, the search will start as soon as you pause. To narrow down the list of names presented to you on the display, enter more characters. Use ▲ / ▼ to scroll to the name you want.

4. When the right name is highlighted, press ✓.

5. Press ✓. While your phone is calling the selected number, you will see the Holding screen.

6. When the callee picks up the ringing call, you will see this message:

If the call is not picked up, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.



Transferring calls directly to Voicemail

When an incoming call is ringing, press to transfer it directly to your VoiceMail.

Call history

The call history sorts the phone's calls into three categories, missed, received and dialed calls. They are stored locally on the phone until the phone's values are reset.

Looking up missed calls

1. From the idle screen, press to open the list of **Missed** calls (and simultaneously turn off the missed call indication of the call LED).

2. Use ▲ / ▼ to select individual callers.
   - Press Del to delete the selected call or entry.
   - Press Clear to delete the entire list.
   - Press × to return to previous screen.
   - Press ESC to return to the idle screen.
   - Press Detail to show the details of the selected call: To, from, time, missed (total number from the same caller)

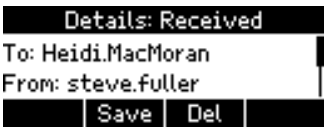
   - From the **Details** screen, press Save to add the caller to the phone's local directory.
   - Press Del to delete the selected call.

Looking up received calls

1. From the idle screen, press to open the list of **Received** calls.

2. Use ▲ / ▼ to select individual callers.
   - Press Del to delete the selected call or entry.
   - Press Clear to delete the entire list.

- Press [×] to return to previous screen.
- Press [ESC] to return to the idle screen.
- Press [Detail] to show the details of the selected call: To, from, time, duration.



  - From the **Details** screen, press [Save] to add the caller to the phone's local directory.
  - Press [Del] to delete the selected call.

Looking up dialed calls

1. From the idle screen, press [✓] to open the list of **Dialed** calls.

2. Use ▲ / ▼ to select individual callers.
   - Press [Del] to delete the selected call or entry.
   - Press [Clear] to delete the entire list.
   - Press [×] to return to previous screen.
   - Press [ESC] to return to the idle screen.
   - Press [Detail] to show the details of the selected call: To, from, time, duration.

     - From the **Details** screen, press [Save] to add the caller to the phone's local directory.
     - Press [Del] to delete the selected call.

Hold

One call on hold

Press Hold to put the ongoing call on hold.

Held calls are indicated threefold:

- By the text on the display.

- By the slowly blinking line key (green LED).
- By the glowing call indication LED (red LEDs).

You can now:

- transfer the held call blindly or with prior announcement - see "Transferring calls" on page 15.
- receive and make calls and put other calls on hold.

Pick up the held call by pressing its line key or by pressing Hold again. If the other party hangs up while on hold the call terminates on your phone as well, and the indicators are turned off.

Holding multiple calls

If you are in a call with one party and have one or more calls on hold or if there is more than one call on hold, you can switch back and forth between the active call and any call on hold, transfer calls, etc. The info bar and the status line will tell you how many total calls there are and which one you are connected to. Your input on the phone's keys will affect the call on-screen at the time, i.e., the call shown in the contact area of the display. Up to 12 simultaneous calls are possible.

Figures H-1 to H-3 show the phone connected to one call with two calls on hold; Figures H-4 to H-6 show the phone with three calls on hold and no connected call.

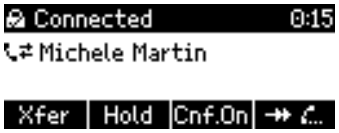


Fig. H-1

Fig. H-2

Fig. H-3

Fig. H-4

Fig. H-5

Fig. H-6

- Figures H-1 to H-3:
  - In Fig. H-1 the connected call is on-screen. Press to put the first held call on the screen.
  - In Fig. H-2 the first held call of a total of two (1/2) is on the screen. Press again to put the second held call (2/2) on the screen (Fig. H-3).
  - With the second held call (2/2) on the screen, press to scroll to the connected call (Fig. H-1).
  - When a held call is on-screen, press to connect to it and put the current connected call on hold.
- Figures H-4 to H-6:
  - In Fig. H-4 the first held call of a total of three Calls on Hold (1/3) is on-screen. Press to put the second held call on the screen.
  - In Fig. H-5 the second held call (2/3) is on the screen. Press again to put the third held call (3/3) on the screen (Fig. H-6). If there are more held calls, continue likewise.
  - With the last held call (3/3, in our example) on the screen, press to scroll to the first held call (Fig. H-4).
  - To connect to the held call currently on-screen, press .
- When the connected call is on-screen, you can terminate it by pressing .
- You can transfer the connected on-screen call. See "Transferring calls" on page 15 for more information.

Conference - local conference on phone

The maximum number of participants is five (your phone and four others).

Initiating a conference

1. Call the first intended participants and put him or her on hold.
2. Call the next intended participant and put him or her on hold. Continue likewise with the third and fourth participants, if applicable.
3. Press Cnf.On to start the conference.

Conference screen navigation

Your input on the phone's keys will affect the caller/callee(s) marked by ▶.

Example: A conference with three participants, including yourself. After you have pressed Cnf.On to start the conference, the names or phone numbers of the other three participants can be shown on-screen by scrolling to them with ▲ / ▼ .

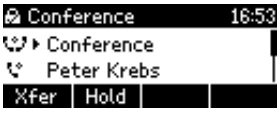


Fig. 1

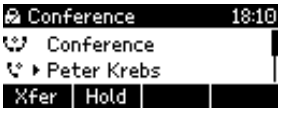


Fig. 2

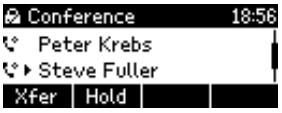
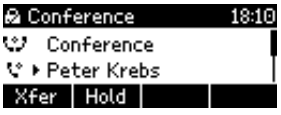


Fig. 3

Speaking to one participant in private

1. Use ▲ / ▼ to select the participant (Fig. 2 and 3, above).



2. With the selected participant marked by ▶, press ✓. You are now connected to the participant you want to talk to in private.

3. To return to the conference, press Cnf.On.

Putting one participant on hold

1. Use ▲ / ▼ to select the participant (Fig. 2 and 3, above).
2. With the selected participant marked by ▶, press Hold.
3. Press Cnf.On to return the held participant to the conference.

Dropping a participant

1. Use ▲ / ▼ to select the participant (Fig. 2 and 3, above).
2. With the selected participant marked by ▶, press ✕ to terminate the connection to this participant.

Adding a participant

- Adding an incoming call:
  1. Press ✓ or the blinking line key to accept the call. The conference is put on hold.
  2. Press Cnf.On to restart the conference with the additional participant.
- Calling a new participant:
  1. With "Conference" marked by ▶ (Fig. 1, above), press Hold to put the conference on hold.
  2. Dial the number of the new participant.
  3. With the new participant on the line, press Cnf.On.

Putting the conference on hold

- If one of the participants is marked by ▶, you must first scroll to the conference symbol.
- With "Conference" marked by ▶ (Fig. 1, above), press Hold. Technically, you are ending the conference; you will see the "Calls on Hold" screen (see "Holding multiple calls", Fig. H-4).
- To restart the conference, press Cnf.On.

Terminating the conference

1. With the conference symbol marked by ▶, press Hold to put all participants on hold.
2. Select each participant in turn and press ✕.

Call forwarding

Standard call forwarding means that incoming calls to your phone will not ring on your phone, but, instead, are forwarded automatically to another extension, external phone number, or your Voicemail.

Turning call forwarding on

1. Press CFwd to open the **Call Forwarding** menu.

   Note: If the CFwd key is not available, press Settin 2 1.

2. Use ▲ / ▼ to select one of the options.
   - Press ✓ to turn on call forwarding for all options except **New Number**.
   - If you have selected **New Number**, a new text window will open.

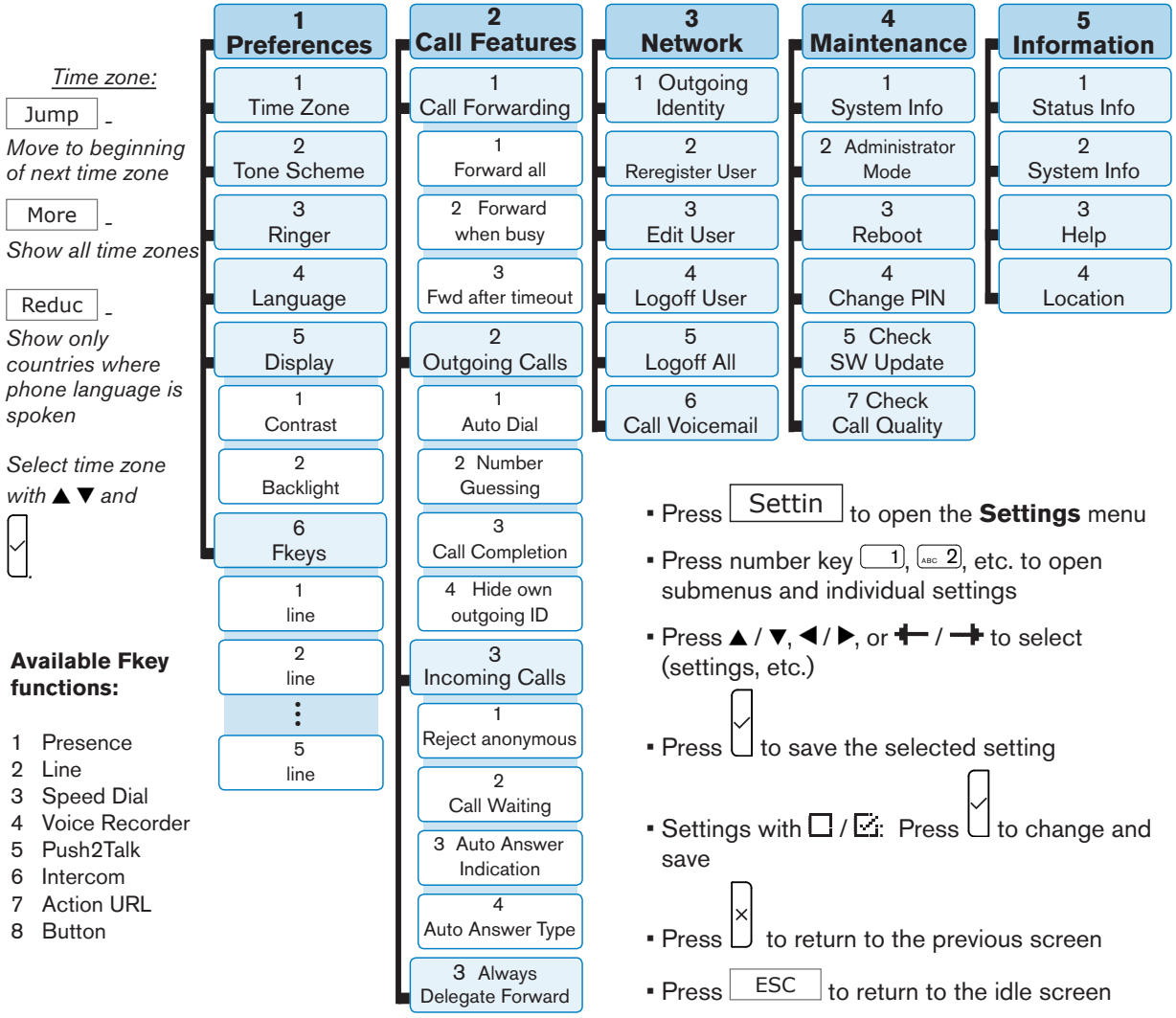
     1. Enter the number on the phone's keypad.
     2. Press ✓ to confirm the number and turn on call forwarding.

Turning call forwarding off

Press noFwd. If the noFwd key is not available, press Settin 2 1 ✓.

Settings menu

At a glance



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